




Type of Plan.....	Health Maintenance Organization
Total Number of Members	13,238
Years of Operating Experience	7 years
Total Number of Primary Care Physicians (PCPs)	514
Percentage of PCPs Accepting New Patients	99%
Percentage of Board Certified Specialty Care Physicians	86.2%
Number of Urgent Care Facilities.....	16
Number of Dentists	56
Percentage of Dentists Accepting New Patients.....	100%

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	CompCareBlue North does not require a written referral for in-network services. The member's primary physician will coordinate all specialty care. Care referred to an out-of-network provider requires a written referral from the primary care physician prior to services being rendered. You will be notified in writing if your referral is approved or denied.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your EOMB is needed.
On-Line Services	Our Web site, www.bluecrosswisconsin.com , is a valuable resource for both information and services. We offer a Forms & Information Library that contains helpful information to you. Our Web site also provides access to Service Direct, our secure, online Customer Service center. With Service Direct, you can find a provider, locate a pharmacy, review claim status and determine referral or authorization status.
Outpatient Mental Health Network/Policy	APS Healthcare, Inc. will manage your behavioral health care. While a referral from your PCP is not required for behavioral health services, you must contact APS Healthcare, Inc. for information on participating providers as well as treatment authorizations. Staff is available to assist you seven days a week, 24 hours per day. Providers identified in this listing reflect CompCareBlue medical providers and are not reflective of the provider's participation status within the APS Healthcare, Inc. network. Before you receive any mental health services, you must call 1-800-989-2792.
24-Hour Nurse Line	Not available.
PCP Restrictions	Each family member may choose a different Primary Care Provider from the CompCareBlue North Network. You are able to change your Primary Care Provider up to three times per year. If you move 30 miles or more from your designated Primary Care Provider, you may also select another Primary Care Provider.

ADDITIONAL INFORMATION

Dental Benefits If Provided	Dental benefits provided are: 100% coverage for comprehensive and periodic exams, diagnostic x-rays and preventive cleanings (as dentally necessary), with no more than one of each in a six-month period. Fluoride treatments for children to age 12. Orthodontia is not covered; however, where available, members receive a 20% discount off participating orthodontists' usual fees, to a maximum discount of \$1,250 per person. Where available, specific dental offices may offer a 20% discount on amalgam fillings. Please refer to the Dental Directory Listing for a participating Dental Center. All family members must choose the same dental clinic.
Quality Improvements Initiative	<p>Quality improvement is an integral part of our daily processes. We emphasize quality in every service we provide to our members, our providers and the communities we serve. Our goal is to continually assess and improve the quality of healthcare services received by our members through four primary objectives:</p> <ul style="list-style-type: none"> • Help to improve the health, safety and productivity of our members. • Improve the efficiency and effectiveness of the services we provide to members and providers. • Increase customer satisfaction. • Maximize the quality of our provider network.

Counties in Service Area	Hospitals in County	Major Providers in County*
Ashland	Memorial Medical Center	Chequamegon Clinic; Duluth Clinic; Main Street Clinic
Clark	Memorial Medical Center; Victory Medical Center	Marshfield Clinic; Memorial Medical Center; Victory Medical Center
Douglas	St. Mary's Hospital of Superior	Duluth Clinic; Mariner Medical Clinic
Langlade	Langlade Memorial	The General Clinic-Antigo
Lincoln	Sacred Heart Hospital; Good Samaritan Hospital	Tomahawk Medical Group; Marshfield Clinic
Marathon	 Wausau Hospital	Wausau Regional Healthcare; Marshfield Clinic
Oneida	Howard Young Medical Center; St. Mary's Hospital	Rhineland Regional Medical Group; Marshfield Clinic
Portage	St. Michael's Hospital	Rice Medical Center
Price	Flambeau Hospital	Marshfield Clinic; Prentice Clinic
Sawyer	Hayward Area Memorial Hospital	Duluth Clinic; Marshfield Clinic; Northwoods Community Health Center; Stone Lake Medical Clinic
Taylor	Memorial Health Center	Medford Clinic
Vilas	Eagle River Memorial Hospital	Eagle River Medical Center
Washburn	Indianhead Medical Center; Spooner Health System	Duluth Clinic; Northwoods Community Health Center; Shell Lake Clinic LTD.
Wood	Riverview Hospital; St. Joseph's Hospital	Doctors Clinic; Riverview Primary Care; Marshfield Clinic

* To request a copy of the CompCareBlue North Network Provider Directory which lists the providers in the network, or to find out if your doctor or hospital is a network provider, please call the CompCareBlue North Network Customer Service Department at 1-800-368-4453 or visit our Web site www.bluecrosswisconsin.com.